

# Provider Services

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April 2025

# Reminder: Online Tools

## Provider Contracting and Credentialing

- Disclosure of Ownership and Control Form
- Facility/HealthCare Delivery Organization (HDO)/Long Term Special Services (LTSS) Credentialing Application
- Healthcare Delivery Organization Form
- Group Roster Template
- Healthcare Delivery Organization Form
- Provider Contract Request Form
- Provider Information Update Form
- Request to Add New Provider Form

## Appeals & Grievances

- Appointment of Representative Form
- Provider Appeal Form
- Provider External Independent Third-Party Review Form
- Provider Grievances Form

## Other Resources

- Consent for Sterilization
- Healthy Rewards Information and Attestation Form
- Health Education and Care Management Referral Form
- Hysterectomy Consent Form
- KY DMS Notification of Pregnancy
- KY Medicaid Commercial Bypass Codes
- KY Medicaid Commercial Bypass List
- KY Medicaid Commercial Insurance Coverage Provider Attestation Form
- KY Provider Early Reversal Permission Form
- Medicaid Attestation Form on the Appropriateness of the Qualified Clinical Trial
- Medicaid Clinical Trial Attestation Form
- PCP Member Dismissal Form
- PRAPARE - Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences
- Pregnancy Notification Report
- Request to Change Primary Care Provider

## [Frequently Used Forms](#)

# Reminder: Keeping CAQH Information Up to Date

- Our Credentialing Program has been developed in accordance with State and Federal requirements and the standards of the National Committee for Quality Assurance (NCQA). The Credentialing Program is reviewed annually, revised, and updated as needed.
- Passport recredentials every Practitioner at least every 36 months. Failure to respond to recredentialing efforts may result in termination from the Passport network. Keeping your CAQH information up to date, including credentialing contact, is essential to the recredentialing process. Steps to ensure information is up to date:
  - Login to CAQH ProView account at <https://proview.caqh.org/pr>
  - Click on "Review & Attest" from the home page
  - Update information as needed
  - Click Attest
  - Upload any applicable supporting documents.
- For additional information about Passport's Credentialing program, including Policies and Procedures, please refer to the Credentialing and Recredentialing section of the [Provider Manual](#).
  - Molina Healthcare, Inc. Attn: Credentialing Dept. PO Box 2470 Spokane, WA 99210 Phone: (800) 578-0775



# Reminder: Proper Coding of ICD-10-CM Diagnosis Codes

Section I.A.12.a. Excludes1 of the ICD-10-CM Official Guidelines for Coding and Reporting states:

- A type 1 Excludes note is a pure excludes note.
- It means “NOT CODED HERE!”.
- An Excludes1 note indicates the code excluded should never be used at the same time as the code above the Excludes1 note.
- An Excludes1 is used when two conditions cannot occur together, such as a congenital form versus an acquired form of the same condition.

Excludes1 notes may appear below the affected code(s) or under the category (the first three characters of a code). If it appears under the category, it applies to the entire series of codes within that category. If the Excludes1 note appears beneath a specific code (three, four, six or seven characters in length), then it applies only to that specific code.

When claims are billed incorrectly, the claim is denied with explanation reason Missing/incomplete/invalid diagnosis or condition.

Example:

- A claim is billed with diagnosis codes R63.5: Abnormal weight gain and E66.01: Morbid (severe) obesity due to excess calories.
- Per ICD-10-CM guidelines, under diagnosis code R63.5 in the tabular list there is an Excludes1 note with obesity (E66.-) listed. This Excludes1 note indicates that R63.5 and any E66. diagnosis cannot be billed together.
- Due to this billing error, the claim is denied with explanation reason Missing/incomplete/invalid diagnosis or condition.

## 12. Excludes Notes

The ICD-10-CM has two types of excludes notes. Each type of note has a different definition for use but they are all similar in that they indicate that codes excluded from each other are independent of each other.

### a. Excludes1

A type 1 Excludes note is a pure excludes note. It means “NOT CODED HERE!” An Excludes1 note indicates that the code excluded should never be used at the same time as the code above the Excludes1 note. An Excludes1 is used when two conditions cannot occur together, such as a congenital form versus an acquired form of the same condition.

An exception to the Excludes1 definition is the circumstance when the two conditions are unrelated to each other. If it is not clear whether the two conditions involving an Excludes1 note are related or not, query the provider. For example, code F45.8, Other somatoform disorders, has an Excludes1 note for “sleep related teeth grinding (G47.63),” because “teeth grinding” is an inclusion term under F45.8. Only one of these two codes should be assigned for teeth grinding. However psychogenic dysmenorrhea is also an inclusion term under F45.8, and a patient could have both this condition and sleep related teeth grinding. In this case, the two conditions are clearly unrelated to each other, and so it would be appropriate to report F45.8 and G47.63 together.

**R63.5 Abnormal weight gain**

**EXCLUDES1** excessive weight gain in pregnancy (O26.0-) obesity (E66.-)

# Reminder: 2025 Model of Care Training Required

Passport along with the Centers for Medicare and Medicaid Services require all medical providers contracted with Passport Advantage (DSNP) and Passport Medicare Choice (MAPD) to complete the annual Model of Care training. We offer both virtual and in person trainings.

## Virtual Training

- Training is available on our website or by accessing the below quick links. Please be sure to complete the attestation at the end of the training to ensure your office receives credit.
  - [2025 Model of Care Provider Training Quick Reference Guide](#)
  - [2025 Model of Care Training](#)
  - [2025 Model of Care Training Attestation](#)

## In Person Training

- You may request an in-person or virtual Model of Care training for your office by contacting your Provider Services Representative.

Completed Attestation(s) can be submitted via email to [PassportAdvantage.AnnualTraining@molinahealthcare.com](mailto:PassportAdvantage.AnnualTraining@molinahealthcare.com) or faxed to (502) 585-6060.

# Reminder: Availity Essentials and All It Offers

Availity Essentials is Molina Healthcare's official secure provider portal for providers. We strongly encourage our providers to use Availity Essentials for all their provider portal needs. Some of the core features available in Availity Essentials for Molina Healthcare include:

- Eligibility and benefits
- Submitting attachments
- Check Claims Status
- Smart Claims
- Payer Space (where you can submit and check status of PA's as well as appeal status and appeal/disputes)

Several new features and enhancements have recently been added to Availity Essentials for Molina Healthcare providers. In case you missed it, check out the latest enhancements that were designed to simplify your workflows and reduce administrative burden:

- You can submit an appeal with supporting documentation
- Obtain appeal status and view results.
- Eliminate mail and fax for faster dispute resolution and ensure overpayment requests are up to date. View the status and details of any claim Molina has identified as an overpayment. Request additional information, dispute, or resolve the overpayment.



# Behavioral Health – Prior Authorization for Behavioral Health Services

Although differing in services, both the Cabinet and Legislature have proposals for reinstating prior authorization for a variety of inpatient and outpatient behavioral health services. Passport will notify providers of any Utilization Management requirements including prior authorization, concurrent review, or similar processes.

Passport recommends all providers carefully monitor any communications to be aware of when and for what services authorizations will be required. Providers should begin to plan for a return to authorizations being required.

To determine which services, require authorization, we recommend using our [Passport PA Look Up Tool](#) and [PA Code Matrix](#).

Providers may submit **medical and behavioral health** prior authorization requests to Passport’s Utilization Management department in a variety of convenient ways:



**Online:**  
Passport Provider Portal, Availity Essentials:  
[availity.com](https://www.availity.com)



**Medical and Behavioral Health:**  
**Phone:** (800) 578-0775 – option 4  
**Fax:** (833) 454-0641



**Mail:**  
Passport by Molina Healthcare  
Attn: Utilization Management  
5100 Commerce Crossings Dr  
Louisville, KY 40229



**Transplants:**  
**Phone:** (855) 714-2415  
**Fax:** (877) 813-1206

**Radiology:**  
**Phone:** (855) 714-2415  
**Fax:** (877) 731-7218

**Medical/Behavioral Health SA Appeals:**  
**Phone:** (844) 795-3508  
**Fax:** (866) 315-2572  
**Email:** [MHK\\_GnA@MolinaHealthcare.com](mailto:MHK_GnA@MolinaHealthcare.com)

# GROWTH & COMMUNITY ENGAGEMENT



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MEET OUR *Great* TEAM!





## KENTUCKY COUNTIES BY REGION

### Region 1:

- Fulton
- Hickman
- Carlisle
- Ballard
- McCracken
- Graves
- Calloway
- Marshall
- Lyon
- Livingston
- Crittenden
- Caldwell

### Region 2:

- Daviess
- Hancock
- Henderson
- Hopkins
- McLean
- Muhlenberg
- Ohio
- Union
- Webster
- Trigg
- Todd
- Christian

### Region 3:

- Breckinridge
- Bullitt
- Carroll
- Grayson
- Hardin
- Henry
- Jefferson
- LaRue
- Marion
- Meade
- Nelson
- Oldham
- Shelby
- Spencer
- Trimble
- Washington

### Region 4:

- Adair
- Allen
- Barren
- Butler
- Casey
- Clinton
- Cumberland
- Edmonson
- Green
- Hart
- Logan
- McCreary
- Metcalfe
- Monroe
- Pulaski
- Russell
- Simpson
- Taylor
- Warren
- Wayne

### Region 5:

- Boyle
- Mercer
- Fayette
- Anderson
- Bourbon
- Clark
- Franklin
- Jessamine
- Woodford
- Harrison
- Owen
- Scott
- Nicholas
- Montgomery
- Powell
- Garrard
- Jackson
- Lincoln
- Rockcastle
- Madison

### Region 6:

- Boone
- Campbell
- Gallatin
- Grant
- Kenton
- Pendleton

### Region 7:

- Bracken
- Mason
- Robertson
- Fleming
- Bath
- Boyd
- Carter
- Elliott
- Greenup
- Lawrence
- Lewis
- Menifee
- Morgan
- Rowan

### Region 8:

- Floyd
- Johnson
- Magoffin
- Martin
- Pike
- Wolfe
- Lee
- Bell
- Breathitt
- Clay
- Harlan
- Knott
- Knox
- Laurel
- Leslie
- Letcher
- Owsley
- Perry
- Whitley

## ONE STOP HELP CENTERS (OSHC)

### Bowling Green (Region 4)

- 636 US 31 W. By-Pass, Suite A  
Bowling Green, KY 42101  
270-698-9368

### Covington (Region 6)

- 1613 Madison Ave.  
Covington, KY 41011  
859-997-9335

### Hazard (Region 8)

- 124 Grand Vue Plaza  
Hazard, KY 41701  
606-767-5701

### Lexington (Region 5)

- 127 W. Tiverton Way, Suite 128, Unit 4  
Lexington, KY 40503  
270-698-9368

### Owensboro (Region 2)

- 410 Southtown Blvd., Suite 3  
Owensboro, KY 42303  
270-698-9371

### Louisville (Region 3)

- Coming Soon!



## LEADERSHIP TEAM



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# Community Engagement – Member Information Sessions

## Member Education Sessions offered virtually

Tuesdays 12 p.m. EST/11 a.m. CST

Thursdays 3:30 p.m. EST/2:30 p.m. CST

## Spanish Session Virtually – Thursdays

12 p.m. EST/ 11 a.m. CST

## Member Education in-person at local One Stop Help Centers

Wednesdays 11 a.m. EST/10 a.m. CST

- Bowling Green, 636 US 31 W BY-PASS Suite A
- Covington, 1613 Madison Ave.
- Hazard, 124 Grand Vue Plaza
- Lexington, 127 W. Tiverton Way Suite 128
- Owensboro, 410 Southtown Blvd. Suite 3

## Questions?

For more information or to find your community engagement specialist, call **(270) 698-9368**.

## Session dates and times

Sessions run January 7 thru December 11, 2025 – except on holidays



### How to join a virtual session:

To join a session,  
[click here](#) or scan  
QR code

Meeting ID:  
281 993 945 629

Passcode:  
tU38sA



Please join us for a 30-minute member information session! These sessions will take place in person and virtually, so your members can choose how they would like to attend.

There's no need for members to sign up ahead of time; members can click the link below at the time that works best for them.

[Link](#) to Member Information sessions flyer

[Link](#) to Member Information sessions flyer on Passport website



# Community Engagement OSHC Events – April 2025

OSHC Location	Event / Date
<b>Bowling Green OSHC</b> 636 U.S. 31 W Bypass Bowling Green, KY 42101 Phone: (270) 698-9368	<ul style="list-style-type: none"> <li>Nutrition Series – Wednesday, April 16<sup>th</sup> from 1pm-2pm CT</li> <li>Expungement Clinic – Tuesday, April 22<sup>nd</sup> from 4pm – 6pm CT</li> <li>Code Red Training w/Lifeskills – Tuesday, April 29<sup>th</sup> from 10am – 12pm CT</li> <li>Vaping 101 – Wednesday, April 30<sup>th</sup> from 1pm – 2pm CT</li> </ul>
<b>Covington OSHC</b> 1613 Madison Avenue Covington, KY 41011 Phone: (859) 997-9335	<ul style="list-style-type: none"> <li>Community Resource Event – Friday, April 18<sup>th</sup> from 1pm – 2:30pm ET</li> </ul>
<b>Hazard OSHC</b> 124 Grand Vue Plaza Hazard, KY 41701 Phone: (270) 767-5701	<ul style="list-style-type: none"> <li>Alcohol and Peer Pressure Hybrid Training with KY River Regional Prevention Center – Monday, April 28<sup>th</sup> from 10am – 11am ET</li> </ul>
<b>Lexington OSHC</b> 127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503 Phone: (859) 997-9336	<ul style="list-style-type: none"> <li>Narcan Training in partnership w/Voice of Hope – Friday, April 4<sup>th</sup> from 9:30am-11:00am ET</li> <li>Narcan Training in partnership w/Voice of Hope – Friday, April 18<sup>th</sup> from 9:30am-11:00am ET</li> <li>Narcan Training in partnership w/Voice of Hope – Friday, April 25<sup>th</sup> from 9:30am-11:00am ET</li> </ul>
<b>Owensboro OSHC</b> 410 Southtown Blvd Owensboro, KY 42303 Phone: (270) 698-9371	<ul style="list-style-type: none"> <li>Resource Day – Friday, April 4<sup>th</sup> from 12pm – 2pm CT</li> </ul>

# Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- Assistant at Surgery
- Breast Cancer Genetic Testing Tier 1 vs Tier 2
- Corrected Claim Reimbursement
- Critical Care Codes when Discharging Home
- DRG Clinical Validation
- Early Elective Delivery payment Policy
- Facility Emergency Department Evaluation and Management leveling
- High-Level E/M with Preventive Medicine Policy
- Hospital Routine Supplies Services Reimbursement
- Hydrolyzed Enteral Formula - Diagnosis
- In-Office Lab Policy
- Inpatient Only Procedures
- Newborn and NICU
- Observation Reimbursement Policy
- Optum Pause and Pay
- Outpatient Definitive Presumptive Drug Testing Medicaid Medicare
- Split Night Sleep Study
- Sterilization
- Therapeutic Behavioral Health Services H2019\_H2020

*Please note that the effective date of any payment policy, and any subsequent revision to a payment policy, shall not be less than 30 days following the date of publication of that revision, pursuant to Section 27.12 of the Kentucky Managed Care Contract.*



# Appendix - Behavioral Health Required Seven Day Follow-up After Hospitalization

Psychiatric Hospitalization is an important intervention to stabilize members with acute mental health emergencies. To maintain treatment gains begun in the hospital, out-patient follow-up is essential. Per their contract with Molina, providers must schedule members receiving inpatient psychiatric services for a psychiatric outpatient appointment prior to discharge. This aftercare outpatient appointment must include the specific time, date, location, and name of the Provider. This appointment must occur within seven (7) days of the discharge date.

Also, for Outpatient Providers, if a member misses a behavioral health appointment, the Behavioral Health Provider is responsible to contact the member within twenty-four (24) hours of a missed appointment to reschedule. The responsibility to ensure that members receive prompt follow-up care is a shared responsibility between the hospital, the outpatient BH provider, and the health plan.

For more information about contract requirements on follow-up for behavioral health services, please see our [Provider Manual](#).

## Appendix - Resources

### Provider Contact Center

- (800) 578-0775

### Contracting Inquiries

- [KY\\_Contract\\_Management@MolinaHealthCare.com](mailto:KY_Contract_Management@MolinaHealthCare.com)

### Credentialing Inquiries

- [Contracting@passporthealthplan.com](mailto:Contracting@passporthealthplan.com)

### Appeals and Grievances

- [MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)

### Dental Inquiries

- [KentuckyProviders@DentaQuest.com](mailto:KentuckyProviders@DentaQuest.com)

### Vision Inquiries

- [www.marchvisioncare.com](http://www.marchvisioncare.com)

### Pharmaceutical Inquiries

- <http://kyportal.medimpact.com>

## Appendix - Online Tools

[Provider  
Manual](#)

[Quick  
Reference  
Guide](#)

[Prior  
Authorization  
Look-up Tool](#)

[eNews](#)

[Provider  
Portal: Availability](#)

[Passport  
Advantage](#)

[Marketplace](#)

[KHIE](#)

# Community Engagement - Helpful Resources

Information regarding emergency and/or disaster assistance will be posted, as needed, on our website [here](#).

## Passport resources that may be helpful:

- Passport Member Services Line: 800-578-0603 – *we can help with replacing lost member ID cards, assist in obtaining replacement durable medical equipment, and more*
- Behavioral Health Crisis Line: 844-800-5154 – *licensed clinicians are available to assess members in crisis, provide crisis counseling and connection to services*
- Care Management Referrals: Providers can call 800-578-0775, select the Care Management option. Or anyone can email [CareManagement\\_KY@passporthealthplan.com](mailto:CareManagement_KY@passporthealthplan.com) - *this includes referrals for housing assistance and assistance with other social determinants of health (e.g., food, clothing, transportation)*

## Passport One Stop Help Center Locations:

- Bowling Green: 636 US 31 W. By-Pass, Suite A, Bowling Green, KY 42101
- Covington: 1613 Madison Ave., Covington KY 41011
- Hazard: 124 Grand Vue Plaza, Hazard, KY 41701
- Lexington: 127 W. Tiverton Way, Suite 128, Unit 4, Lexington, KY 40503
- Owensboro: 410 Southtown Blvd, Suite 3, Owensboro, KY 42303
- Louisville: TBD